

COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM #2020-06

SUBJECT: Type, Scope, Amount, Duration, and Frequency of Services

TO: CHC-MCOs

FROM: Bureau of Policy Development and Communications Management

DATE: November 13, 2020

PURPOSE

Exhibit Z, Person-Centered Service Planning, of the CHC Agreement requires CHC-MCOs, in Section iii.3.Q., to include the type, scope, amount, duration, and frequency of needed services in the Person-Centered Service Plan (PCSP) of each CHC Participant who requires Long-Term Services and Supports (LTSS). This Operations Memorandum clarifies the requirement of the CHC-MCOs to include the type, scope, amount, duration, and frequency of authorized services in PCSPs and communicating this information to direct service providers through the CHC-MCOs' service authorization process.

PROCEDURES

In order for providers to deliver services as documented in the Participant's PCSP, it is important that the type, scope, amount, duration, and frequency of authorized services are documented in the PCSP and communicated to the direct service provider in order to successfully provide the service authorized. It is the responsibility of the CHC-MCO to ensure Service Coordinators (SCs) include these details (type, scope, amount, duration, and frequency of service, as defined in the attached bulletin) in each Participant's PCSP and authorization information that is sent to the direct service providers. CHC-MCOs may use this bulletin as a resource when informing SCs about the requirement to include these details in a Participant's PCSP. Services cannot be ordered, billed, and paid for correctly if this information is not included in the Participant's PCSP.

NEXT STEPS

1. Review this information with appropriate staff.
2. Review the service authorization process to ensure these elements are communicated to the direct service provider.
3. Contact the Bureau of Coordinated and Integrated Services if you have questions.

ATTACHMENTS

Attachment 1: [Bulletin 05-13-05](#)